



CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

NOTICE TO FAMILY AND FRIENDS

On August 24, 2007, Senate Bill 81 was approved, which requires that inmate and ward domestic collect call rates be reduced over the next four fiscal years. Global Tel*Link (GTL) has provided the State with rates for all call types that include local, long distance, and interstate calls. The new collect call rates for fiscal year 2007-2008 will go into effect on May 6, 2008. On July 1st of the remaining fiscal years, new rates will become effective.

For the period between September 1, 2007 and May 5, 2008, GTL will provide a retroactive credit or refund to family/friends (end users) who were billed for inmate calls within 120 days from May 5, 2008.

- **No action is required for end users who are billed on their local telephone bill or by GTL Direct Remit for the collect calls.**

For end users who received collect calls from inmates or wards housed within CDCR facilities and were billed for those calls by the Local Exchange Carrier (LEC) or GTL Direct Remit, GTL will provide a one-time retroactive billing credit. *Note: For LEC and Direct Remit-billed end users, GTL will include a small fee to cover the cost of printing the credit on the end users' bill. For LEC-billed end users, GTL will deduct the printing fee from the credit due to the end user.*

- **Action is required for some end users, who will have 100 days from May 5, 2008 to contact GTL for a refund.**

For end users who no longer have phone service by the method (LEC, GTL Direct Remit) through which the original collect calls were billed, or for whom the affiliated inmate/ward has been paroled and where the end user will no longer be receiving calls from a CDCR facility, GTL will provide a refund in the form of a check to the end user. The end user will need to contact GTL by phone at 1-866-533-1706 and provide documentation to support that a refund is due. *Note: GTL will deduct direct postage/handling expenses from the credit due to the end user.*

GTL has set up a specific toll-free number and e-mail address for CDCR family/friends to contact if they have any questions about the credit or refund.

1-866-533-1706 or send an e-mail to cadocsrefund@gtl.net

Billing or blocking questions can be directed to GTL Customer Service at:
1-888-415-0377 or 1-866-770-4896

All current and past GTL notices can be found on the CDCR web-site at:
http://www.cdcr.ca.gov/Visitors/Receiving_Calls_From_Inmates_and_Wards.html